

**** PLEASE READ IMPORTANT BILLING INFORMATION**

Dear Resident(s),

The Village of Arthur, Mayor and Board of Trustees, have recently adopted several changes to the Village's water/sewer billing policies. Most of the changes are primarily based on past requests that were not addressed previously in the Village Code. All of the following policy changes that were adopted at the December 3, 2018 Village Board meeting will become effective January 1, 2019.

Starting January 1, 2019 **property owners** will no longer be required to pay a \$100.00 deposit for opening an account. Property owners will need to bring in some form of proof of ownership to Village Hall. (e.g. property deed, mortgage documentation, tax bill) **Additionally, any property owner that currently has a deposit on file with the Village is eligible to receive a refund of their deposit in the form of a \$100.00 billing credit, but must provide proof of ownership.** However, renters/tenants will still be required to pay a \$100.00 deposit. At the time they close their account, the deposit will be used to cover the final bill with any remaining funds being sent to the customer. Furthermore, property owners leasing or renting a property will only be allowed to place an account in their name if they are having the bill sent directly to them for payment.

There is also a major change to the non-payment disconnect and penalty policy. **There will no longer be a hand written, dated tag notice or a \$50.00 charge added prior to disconnection for non-payment.** The past due red card you receive after the 15th when payment has not been rendered will now serve as the notice for disconnection. **Disconnection will now happen on the 25th of the month or the following business day** when an account has not been paid. Once the water has been disconnected, a \$50.00 penalty will then be added and the account must be paid in full before the water will be reconnected.

For owners of swimming pools and residents who wish to water their lawns, there is a new policy to receive some relief on the sewer portion of your bill. You can simply apply for a pre-approved waiver with the Village Deputy Clerk for these instances. **If you're approved for lawn watering, during the summer months (Memorial Day to Labor Day) (May 15th to Sept. 15th billing cycles) you can receive an average of your sewer bill based on the previous 3 months usage. You can also now receive a pre-approved waiver for one billing cycle annually to fill your pool.** In both instances, you will still pay for 100% of the water billed, but will only be billed for an average of your sewer bill. Village staff will periodically inspect the locations to verify the usages related to the waivers permitted.

Another newly created policy is in relation to the closing of an account. **After January 1, 2019, when you close an account that has not met the minimum bill requirements for usage (1500 gallons), you will be billed per 100 gallons used for water and sewer** in accordance with the Village's adopted rate structure.

Additionally, there is **a new \$30.00 disconnect/reconnect fee policy for non-emergency turn on/turn off requests from landlords and realtor companies.** However, if a request is for plumbing maintenance purposes, which can be verified by Village personnel, there will be no charge for this service.

Thank you very much for your time and attention to these matters!!

Happy Holidays from the Village of Arthur!!